

Prepared for Wellnz by Kate Terry, Director Martelletti Consulting, Co-Founder InsightFull Ltd. Kate has been working with Wellnz since 2018. She is a highly experienced researcher and consultant, and a member of the Research Association of New Zealand.

## Background

In 2018 Wellnz embarked on a research programme to drive continuous improvement. This independent research replicates questions in ACC's Accredited Employer and TPA surveys that are undertaken annually.

Wellnz's client experience research takes place twice-yearly. All individuals who have experienced a work injury or non-work injury in the previous six-months that has been managed by Wellnz are invited to take part in an online survey. They can complete the survey at a time and place of their choosing. This is an inclusive approach and enjoys high response rates. The methodology is sound, credible and delivers results that can be trusted by Wellnz's employer clients.

It is important to acknowledge that the Wellnz methodology is different than that for ACC's TPA-managed research which is conducted by phone and online and includes all three TPAs in New Zealand, not just Wellnz. Currently Wellnz has no visibility on the number of their work or non-work clients who participate in the ACC research. For example, if it was one third of the total sample achieved then it would be n=103 for the AEP TPA Managed (work) research and n=149 for the AEP TPA Managed (non-work) research. Wellnz are keen to work with ACC to discuss how methodologies and samples for the research can be more aligned in the future.

## Key Results

Wellnz's July 2020 results are fairly similar to those from the earlier waves of research. Incremental improvements are starting to be seen in some areas where Wellnz has changed policies and practices as a result of the research findings. The results for key indicators shown in the table below highlight the continued strength of Wellnz's performance when set alongside the results from the most recent (September 2020) findings from ACC's Accredited Employer and TPA Survey conducted by Research New Zealand.

### WORK-RELATED

Overall satisfaction for Wellnz (71%) is higher than the ACC results for AEP TPA Managed (51%) work-injury clients. It is also superior to results from the very small sample (n=62) of AEP Employer managed work-injury clients (60%). The number of Wellnz work-injury clients reporting issues and concerns (17%) is lower than for AEP TPA Managed (43%).

### NON-WORK

Overall satisfaction for Wellnz (79%) is broadly on a par with AEP TPA Managed (78%) and ACC clients (82%).

% Satisfied with the overall handling of their claim

% who felt their TPA/ACC had focused on getting the best possible outcome for them

% who had concerns or issues about the service they received

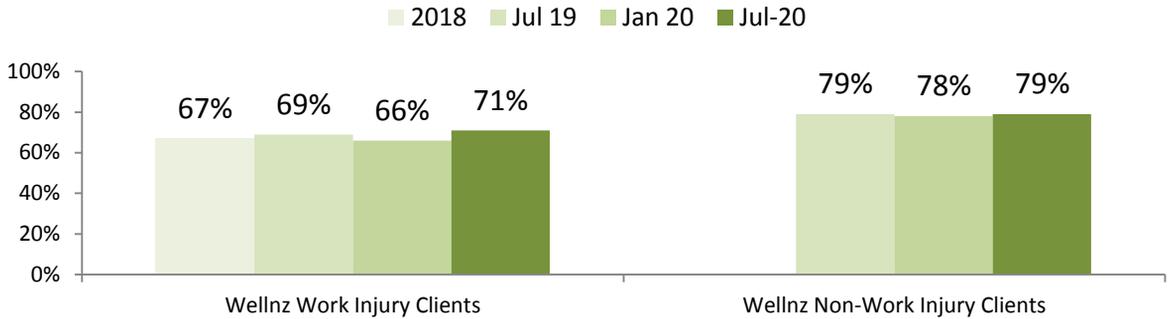
% who felt it took little effort to deal with their TPA/ACC

	WORK-RELATED			NON-WORK		
	AEP TPA Managed (work) n=309	ACC Clients (work) n=1,220	Wellnz clients (work) n=508	AEP TPA Managed (non-work) n=447	ACC Clients (non-work) n=3,191	Wellnz clients (non-work) n=205
% Satisfied with the overall handling of their claim	51%	78%	71%	78%	82%	79%
% who felt their TPA/ACC had focused on getting the best possible outcome for them	53%	77%	69%	79%	82%	76%
% who had concerns or issues about the service they received	43%	Not asked	17%	17%	Not asked	14%
% who felt it took little effort to deal with their TPA/ACC	35%	65%	47%	58%	66%	57%

## Satisfaction

Since the research commenced satisfaction levels have remained steady for both Work and Non-Work clients. NB Non-Work Injury research started in Jul 2019.

**Wellnz Overall Satisfaction Over Time**



**WHAT WORK INJURY CLIENTS SAY:**

*I feel Wellnz is genuinely supportive to my recovery & working in the best interest to both myself & my employer*

*I have been very well supported and found the people working together all communicated well together about a plan for my recovery and rehab.*

*My case manager was so kind, understanding and helpful I cannot sing her praises enough*

**WHAT NON-WORK INJURY CLIENTS SAY:**

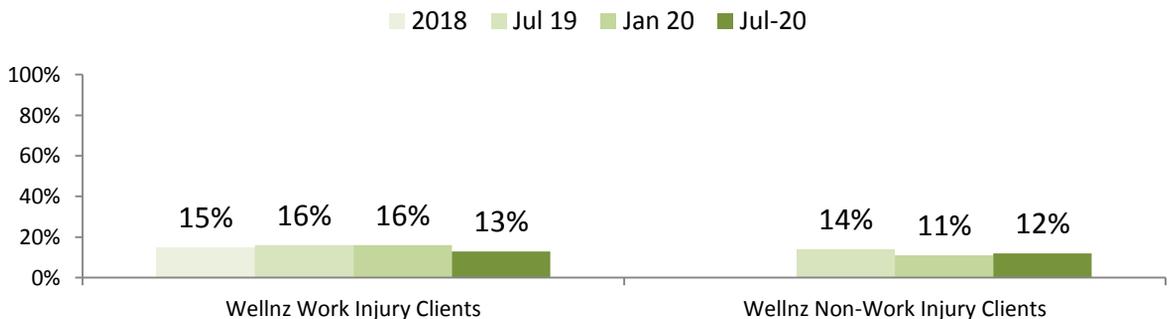
*Queries have been answered promptly and all help available has been offered.*

*Staff were professional, efficient and helpful. [CASE MANAGER] followed up proactively with me after appointments. Made it as easy as it could be given the circumstances.*

*The job got done and I was happy with the outcome, helped me out a lot instead of stressing out.*

Dissatisfaction levels are low for both Wellnz’s Work Injury and Non-Work Injury clients. The dissatisfaction ratings from ACC’s September 2020 Accredited Employer and TPA Survey are 36% for AEP TPA Managed Work Injury Clients and 12% for Non-Work Injury Clients.

**Wellnz Overall Dissatisfaction Over Time**



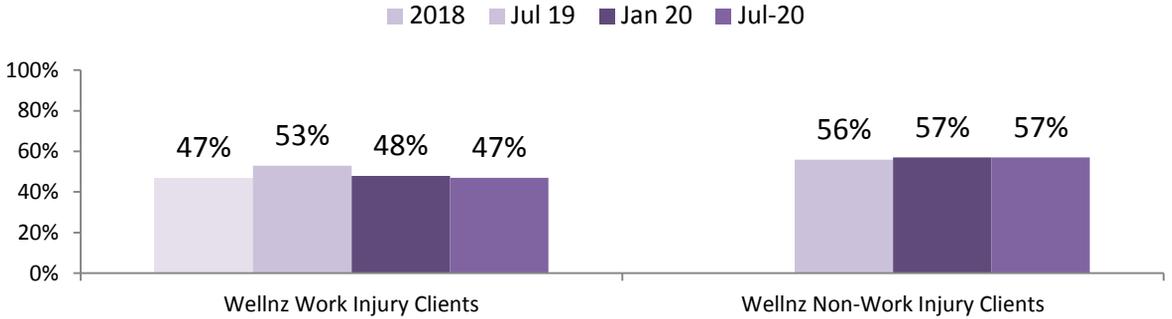
Areas for improvement suggested by Wellnz Work-Injury and Non-Work Injury clients include:

- Prompter, faster communication
- Case manager more available/returning calls
- Keeping clients informed
- Better explanation of Wellnz’s role
- Improve payment processes
- Learning from role model case managers



The number of clients saying it takes “Little Effort” to deal with Wellnz has stayed relatively constant.

**Wellnz: “Little Effort” Rating Over Time**



**WHAT WORK INJURY CLIENTS SAY:**

*They treated me fairly, they were so supportive. I couldn't of asked for better treatment ...*

*I had to do virtually nothing. The claim was made through my workplace and Wellnz handled it from there. These things can sometimes be confusing & difficult but my case manager explained things clearly and in a way I could understand the process*

*Wellnz took all the steps in making sure I get the treatment and sorted out everything before I had to ask*

**WHAT NON-WORK INJURY CLIENTS SAY:**

*It was effortless on my side*

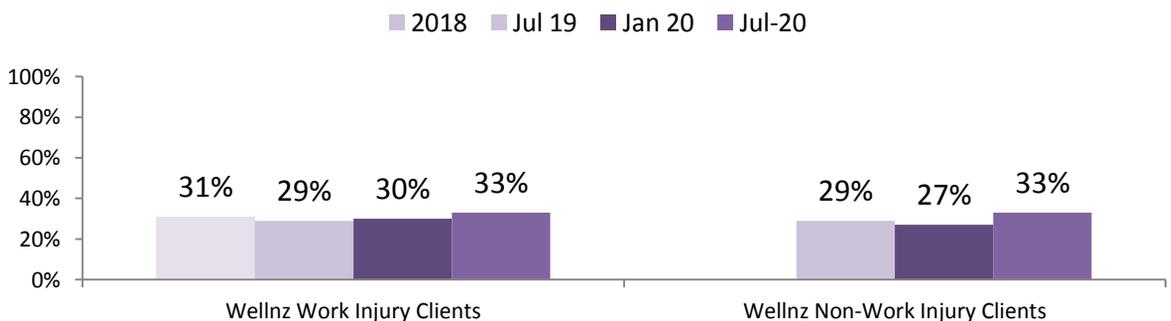
*My claim has been handled very professionally and appropriate manner. very supportive*

*Overall excellent communication with myself, my employer, and rehabilitation services*

*People who have assisted me were helpful, friendly, and explained the process and expectations. Claim was within acceptable timeframe too.*

There are a similar proportion of Work Injury and Non-Work Injury clients who feel it does take effort for them to deal with Wellnz. The “Some” to “A Lot of” Effort ratings from ACC’s September 2020 Accredited Employer and TPA Survey are 41% for AEP TPA Managed Work Injury Clients and 26% for Non-Work Injury Clients.

**Wellnz: “Some” to “A Lot of” Effort Over Time**



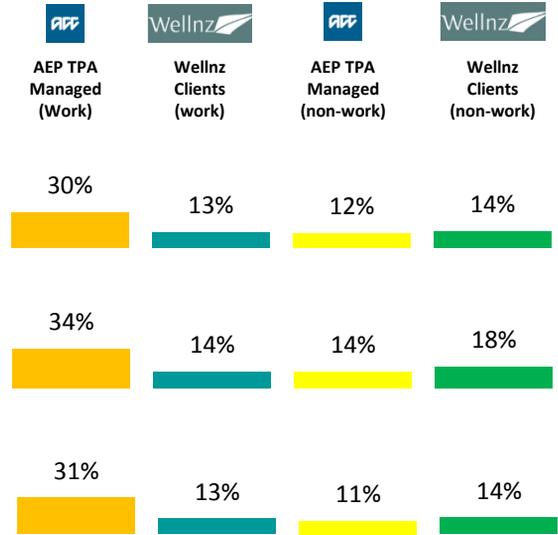
## Key Statements

Sometimes it is useful to look at the other end of the spectrum and focus on those clients who responded negatively and disagreed with statements in key areas. Below are nine statements reported in the September 2020 ACC Accredited Employer and TPA survey along with Wellnz's own research results for those same statements.

- For all nine statements, Wellnz Work Injury clients had lower levels of disagreement than the results for AEP TPA Managed (Work) Injury Clients
- Results for Wellnz Non-Work Injury Clients were on a par with AEP TPA Managed (Non-Work) Clients

### INITIAL CONTACT

- The process and what was required of me was **NOT** clearly explained
- Clear expectations were **NOT** set about entitlements and timeframes
- I did **NOT** have a clear idea about what my recovery would look like



### COMMUNICATION

- Contact was **NOT** sufficient for my needs
- Information provided was **NOT** easy to understand
- Decisions have **NOT** been promptly communicated



### STAFF

- Staff have been **DIFFICULT** to contact
- I have had to repeat myself as different staff have **NOT** been well-informed about my case
- Staff have **NOT** listened and understood my circumstances

